

Mainiero, Phil

From: Hernandez, Herb <HHernand@bristolhospital.org>
Sent: Monday, March 14, 2016 4:37 PM
To: tratestimony
Cc: zRepresentative Eric Berthel
Subject: DMV Testimony

My experience is with the Waterbury Branch on Thomaston Road. My son just passed his driver's test and was told to report to this Branch to take a picture and pick up his license. We had to wait 3 days which had us going on Sat. the branch as you may not know is open 8 to 12. We arrived at 7:45am and we noticed that the line was already back into the second parking lot. When the doors opened at 8am we didn't reach that door until 8:45am. I noticed the way they have it set up was that everyone lines up in 1 line where 1 of 2 people will address your issue and give you a ticket. By the time we got to the ticket booth it was 9:15am. it took 1 min for the person to say your picking up your license window 12. Now we wait.. until our number is called and before we can go up the person in window 12 gets up and takes a 30min break. I counted every single min. We get my son's license and the time is now 10:30am. Maybe those that oppose should become mystery shoppers and go see if this is not the norm in Waterbury.

Thank you
Herb Hernandez

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